



Homeowners Guide

Guarantee and Maintenance Instructions

Congratulations and welcome to your new home

We hope your new home gives you many happy years and we are pleased to enclose this brief information leaflet to help you make your move easier and trouble-free.

We were chosen by your housebuilder as an Approved Contractor for supplying your new windows and doors. We specialise in this service and strive to ensure that you receive the professionalism you expect.

*If you have any subsequent queries or need any advice on the operation or maintenance of your windows or doors then please contact our Customer Technical Support Team on **01302 759777***

Notes for your Guidance

With normal care and minimum maintenance we would expect you to enjoy many trouble-free years from the windows and doors in your home. The product we supply is fully backed by accepted industry guarantees and manufactured to the recognised industry standards for quality. Your windows and doors are manufactured to fine tolerances - we would ask you to adhere to the basic advice for product care and maintenance outlined below to ensure both trouble free use and for your guarantee to be effective.

These guidelines apply to both your windows and your doors.

Product Guarantee



The white profile used for the frames on your windows and doors is guaranteed for 10 years against discolouration (measured against a standard industry colour scale - Stage 3 is the defining limit). This excludes any white gasket or bead being exposed to the elements.



Profile that is a woodgrain or woodgrain-on white colour is guaranteed for 5 years against foil delamination.



All sealed units are guaranteed for 5 years product breakdown.



All hardware is guaranteed for 2 years against failure from normal use.

This guarantee does not exclude your statutory right

Easy-Care Maintenance

We advise you to carry out basic maintenance and cleaning to these guidelines:-

- On both windows and doors regularly check and clean sliding tracks of any debris or dirt. Any moving part should be lubricated at least annually with a light machine oil.
- Check the tightness of all fixings screws annually **BEWARE OF OVER-TIGHTENING.**
- With the window or door closed clean the handles with a mild solution of warm soapy water and a soft cloth - then dry thoroughly. **DO NOT USE AMMONIA-BASED or ABRASIVE CLEANERS.**
- Clean the frames as required to remove atmospheric dirt and general grime. Use soap and water and a soft cloth or sponge. Again please note - **DO NOT USE ALKALI or ABRASIVE CLEANERS.**
- Clean the sealed units with a proprietary household glass cleaner. If you have leaded glass or Georgian bars fitted take care not to apply excessive pressure (be gentle) as this may result in the bars dislodging from the glass, and only use warm soapy water.

Product Guarantee

Your windows and doors have been fitted to manufacturer's tolerances and should require no further adjustments.

A small amount of adjustment may be required after some use, however, so please note the following recommendations.

The basic adjustments you can carry out yourself as required. Those listed overleaf require no professional skill.

- Your windows are fitted with friction hinges for easy/safe opening and cleaning. Slider friction can be adjusted by turning the slotted screw in the base plate. Turn the screw clockwise to increase friction. **BEWARE OF OVER-TIGHTENING THE SCREW.**
- Your doors are fitted with multi-directional hinges and if you do ever need to adjust them you can do so in four directions using a 5mm Allen key.
- In all living accommodation rooms you will find night time ventilation is provided in either the built in frame across the top of the window or in the window casement itself. These are operated by a small movement and require no special adjustment.

Guarantee Exclusions

- The hardware guarantee covers the cost of replacing the faulty item(s) not the cost of fitting.
- RPS shall not be liable for any consequential loss or damage caused from faulty product.
- Any defect of fault in any building works, inc. installation and sealing of the product when not carried out by RPS. should be referred to the Housebuilders for remedy.
- Though this document covers your windows and doors, please note that in some instances that different elements may have been carried out by separate sub-contractors. Any guarantee offered by RPS. will only cover work done by the same.
- These guarantees will only apply if the homeowner carries out the basic servicing as detailed within this leaflet.

Customer Satisfaction

Whether still covered by our guarantee or not we are all committed at RPS to advise or help you and hope that you will contact us when needed. We will do our best to help you.



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